

Parking Meter Frequently Asked Questions

Q: Why is it necessary to pay to park in metered spaces downtown?

A: On street parking meters help ensure that parking is available to business patrons, who are more and more coming downtown to experience the ongoing renaissance. Meters allow for parking to cycle so that the limited amount of street parking is not taken by the same vehicle for long periods of time. Without the meters it would be much more difficult to find street parking downtown and studies have shown that a lack of convenient parking is a bigger deterrent to customers than paying for parking. It's also important to note that the city controls just 8 percent of the total parking spaces downtown, and that 80 percent of paid parking downtown is privately owned.

Q: Why is the city replacing the older meters?

A: The city wants to provide a more customer-friendly parking experience that focuses on convenience. The existing meters are in need of replacement due to age and obsolete technology, and the new multi-bay meters will be easy to use and accept credit and debit cards as well as coins. A total of 233 new solar-powered meters will be installed in April, taking the place of 1,216 outdated meters. A total of 111 meters will be eliminated as part of the changeover. This will result in the removal of the "meter forest" that currently clutters downtown sidewalks, making the area more walkable. In addition, once installed, these more technologically advanced meters will allow residents and visitors to use mobile device apps to see where on-street parking is available in real time. New signage will ensure customers can easily get the information they need to pay for parking.

Q: What is the benefit of the new meters?

A: They will be easier to use, offer more forms of payment including debit and credit cards, and are upgradable to offer more functions in the future. They will also result in fewer meters dotting downtown sidewalks. Through this process the city evaluated its parking meters and will permanently eliminate 111 meters. This will result in additional free parking downtown. In addition, once installed, these more technologically advanced meters will allow residents and visitors to use mobile device apps to see where on-street parking is available in real time. New signage will ensure customers can easily get the information they need to pay for parking.

Q: Why is the city installing multi-bay meters instead of single space meters that accept credit cards?

A: The city solicited proposals for both multi-bay and single space meters. Multi-bay meters can offer a number of benefits that are simply not possible with single space meters, such as receipt printing, large color screens with downloadable content, motion-activated lights for night visibility as well as the potential for purchasing show tickets, obtaining special discounts, paying fines, etc. The city will be replacing all signage with clearer and more visible information, which will help customers find the meters to pay for parking.

Q: How are you ensuring that these meters will work and that Las Vegas does not run into problems that some other cities have faced with multi-bay meters?

A: The city is moving slowly to integrate various processes by researching and testing technology providers before making any decisions. When first installed in April the meters will have only basic functions and additional functions will only be added after testing and vetting. Parkeon, the parking meter provider that the city is contracting with, provides parking management devices for more than three million parking spaces in more than 3,000 cities and 50 countries. The meters chosen for the city of Las Vegas have a history of reliability in all climates and many cities across the United States and around the world.

Q: Is Parking Enforcement out to make money?

A: Parking Enforcement has adopted a customer-service oriented approach, under Parking Services Manager Brandy Stanley in an effort to make parking downtown an easier and more hassle-free experience. Last year, the city created a “one-stop-shop” for parking services under the Economic and Urban Development Department (EUD) to make it easier for customers to navigate the system. Previously, parking functions including enforcement, finance and Streets and Sanitation were spread throughout the organization. With these services under EUD the city can more easily look at impacts and outcomes of parking policies and how they integrate with the ongoing renaissance of downtown Las Vegas. Fines collected by parking enforcement go toward the Parking Enterprise Fund that pays for equipment, maintenance and staff to ensure that there is convenient parking downtown.

Q: How is the city paying for the new parking meters?

A: Funding for the new meters comes from the Parking Enterprise Fund, not the city's General fund. This means that the new meters are paid for from parking revenue and not through monies that the city spends on other services.

Q: I use mPark pay by phone. Will this service still be available to me once the new meters are installed?

A: The current pay by phone program is proprietary to the meters being replaced, and cannot be used with the new Parkeon meters. Parking Services is committed to providing pay by cell services and will be issuing an RFP to obtain a new pay by cell vendor as soon as possible.

Q: I have a CashKey. Will I still be able to use it at the new meters?

A: The CashKey system is also proprietary to the meters we are replacing, and cannot be used with Parkeon meters. Since all new meters will accept credit/debit payments, this program will be permanently retired. Customers with a CashKey are invited to contact Parking Services at 229-4700 to make arrangements to return their CashKeys and obtain a refund for any remaining balance.